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**KELLEY DRYE & WARREN LLP**

A LIMITED LIABILITY PARTNERSHIP INCLUDING PROFESSIONAL ASSOCIATIONS

1200 19TH STREET, N.W.

SUITE 500

WASHINGTON, D. C. 20036

(202) 955-9600

FACSIMILE

(202) 955-9792

NEW YORK, N.Y.

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December 2, 1997

WRITER'S DIRECT LINE

(202) 955-9888

**VIA HAND DELIVERY**

Ms. Magalie R. Salas  
Secretary  
Federal Communications Commission  
Room 222  
1919 M Street, NW  
Washington, D.C. 20554

**RECEIVED**  
DEC 2 - 1997  
FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

**Re: BellSouth-South Carolina Section 271 Application  
CC Docket No. 97-208**

***ACSI Ex Parte***

Dear Ms. Salas:

On behalf of American Communications Services, Inc. ("ACSI"), please take notice that Jack Reich and Riley Murphy of ACSI, and Brad Mutschelknaus of Kelley Drye & Warren LLP met with Commissioner Furchtgott-Roth, Paul Misener, Melissa Waksman and Kevin Martin and then with Commissioner Ness and Jim Casserly regarding ACSI's Opposition and Reply Comments filed in the above-captioned docket. In accordance with Section 1.1206(b)(2) of the Commission's rules, the following is a brief summary of the discussion.

ACSI discussed its Opposition to and Reply Comments on BellSouth's South Carolina Section 271 Application, as well as the attached materials which were distributed at both meetings. Generally, ACSI discussed its facilities-based entry strategy in South Carolina and elsewhere in BellSouth territory and how its efforts have been hampered by BellSouth's failure to provision loops, OSS and other checklist items in accordance with the Act and the Commission's rules and policies. The substance of the discussion is fully reflected in ACSI's Opposition, Reply Comments and the attached materials.

042

KELLEY DRYE & WARREN LLP

Ms. Magalie R. Salas  
December 2, 1997  
Page 2

In accordance with Section 1.1206 of the Commission's rules, an original and two copies of this notice and the attached materials are provided for inclusion in the public record.

Respectfully submitted,



John J. Heitmann

cc: Service List

## **CERTIFICATE OF SERVICE**

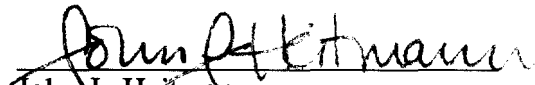
I hereby certify that on this 2nd day of December 1997 I caused copies of the foregoing "*ACSI Ex Parte*" to be mailed via first-class postage prepaid mail, unless another form of delivery is indicated, to the following:

- \* Commissioner Susan Ness  
Federal Communications Commission  
1919 M Street, NW  
Room 832  
Washington, DC 20554
- \* Commissioner Harold Furchtgott-Roth  
Federal Communications Commission  
1919 M Street, NW  
Room 802  
Washington, DC 20554
- \* Jim Casserly  
Federal Communications Commission  
1919 M Street, NW  
Room 832  
Washington, DC 20554
- \* Paul Misener  
Federal Communications Commission  
1919 M Street, NW  
Room 802  
Washington, DC 20554
- \* Melissa Waksman  
Federal Communications Commission  
1919 M Street, NW  
Room 802  
Washington, DC 20554

\* Kevin Martin  
Federal Communications Commission  
1919 M Street, NW  
Room 802  
Washington, DC 20554

Richard Metzger  
ALTS  
888 17th Street, NW  
Suite 900  
Washington, D.C. 20006

Michael Kellogg  
Kellogg, Huber, Hansen, Todd & Evans, PLLC  
1301 K Street, NW  
Suite 1000 West  
Washington, DC 20005-3317

  
John J. Heitmann

\* Via Hand Delivery

**ACSI**  
***Ex Parte* Presentation**

**BellSouth - South Carolina**  
**CC Docket No. 97-208**

Jack Reich  
*President and Chief Executive Officer - ACSI*

Riley Murphy  
*Executive Vice President and General Counsel - ACSI*

Brad Mutschelknaus  
*Kelley Drye & Warren LLP*

**December 2, 1997**

## **American Communications Services, Inc.**

- Founded in 1993, ACSI is a CLEC that provides integrated local voice and data communications services in mid-sized metropolitan markets in the southern and southwestern United States.
- ACSI's business strategy is based on supplying customers with advanced telecommunications services through its digital SONET-based fiber optic local networks.
- ACSI has completed construction of local fiber networks in 32 markets and has 10 local exchange switches in operation. ACSI plans to install 6 more switches by year end.
- ACSI's senior management team is among the most experienced in the emerging CLEC industry, with over 250 collective years of telecommunications experience and over 50 years in the CLEC business.
- ACSI has entered into state-commission approved interconnection agreements with BellSouth, Southwestern Bell, Bell Atlantic, Sprint/Central, U S West and GTE.

## **ACSI Is A Facilities-Based Competitor In South Carolina**

- ACSI took its initial step toward providing local telecommunications services in South Carolina in 1994 when it sought permission to use the public rights-of-way and to construct fiber optic networks in Greenville and Columbia.
- ACSI has received CLEC operating authority from and has had its Interconnection and Resale Agreements with BellSouth approved by the South Carolina Public Service Commission.
- ACSI has 4 operational local fiber networks in South Carolina. The company's Greenville and Columbia networks first became operational in 1995. Since then, its Charleston and Spartanburg networks also have been turned-up. More than 40 office buildings already are "on-net" in South Carolina, and the number is growing steadily.
- ACSI has begun and will complete installation of a Lucent 5ESS local switch in Greenville in February of 1998.
- ACSI currently provides, or actively is implementing plans to provide, dedicated and private line services, high speed data services, IP switching and managed services, local switched voice services, and Internet services in South Carolina.

## **ACSI Is A Facilities-Based Competitor In South Carolina** (Cont'd)

- ACSI already provides local switched services on a resale basis to hundreds of customers with thousands of lines in South Carolina.
- ACSI will offer service to all classes of customers — including *residential* — to which it can provide service profitably.
- ACSI was an active participant in the BellSouth Section 271 proceedings before the SCPSC.



## **BellSouth's Application Is Premature And Should Be Denied**

- BellSouth is ineligible for "Track B" entry in South Carolina because ACSI has made a qualifying request for interconnection that, when fully implemented, will lead to the provisioning of competing local telephone service of the type described in "Track A".
- BellSouth refuses to adopt cost-based and geographically deaveraged prices, as required by the Act and the Commission's *Roadmap*.
- BellSouth's wholesale support processes are deficient.
- BellSouth is unable or unwilling to provision UNEs and services for resale in compliance with the Act's *14-point competitive checklist* and the Commission's *Roadmap*.
- BellSouth has refused to adopt performance measurements necessary to determine compliance with the Act.
- Premature approval of BellSouth's Application is not in the public interest.

## **BellSouth Is Ineligible For "Track B" Entry**

- ACSI is a facilities-based competitor that has made a "qualifying request" that forecloses Track B entry.
- ACSI has 4 operational local networks in South Carolina and will complete installation of a local switch in Greenville in February.
- Although ACSI's principal focus is on business customers, it will welcome profitable opportunities to serve residential customers.
- BellSouth's creation of a residential cost-price squeeze is forestalling the development of facilities-based residential competition.
- In order to serve a residential customer ACSI currently must pay BellSouth \$18.00 monthly for a 2-wire loop plus \$0.30 for the cross-connect and \$1.15 for INP. *ACSI's per-line out-of-pocket cost to BellSouth is \$19.45, even before ACSI pays for collocation, its own network and overhead — and the \$59.20 per line in nonrecurring service order and installation charges assessed by BellSouth. By contrast, BellSouth's retail price for basic residential service in South Carolina is only \$16.45.*
- Meanwhile, in the SCPSC's pending cost docket, BellSouth has proposed an astronomically high rate of \$33.55 for a 2-wire analog loop and nonrecurring charges in the range of \$200 per line for a lower level of service than ACSI is entitled to today.

## **BellSouth Is Ineligible For "Track B" Entry** (Cont'd)

- This self-imposed foreclosure of Track A entry should not enable BellSouth to invoke Track B as a default method of entry.
- Forward-looking cost-based prices must be in place before facilities-based competition can take hold.
- BellSouth's SGAT lacks cost-based and geographically deaveraged rates for UNEs that are required by the Sections 251 and 252 of the Act and the Commission's *Roadmap*.

## **BellSouth Has Not Fully Implemented The Competitive Checklist**

- BellSouth refuses to adopt cost-based and geographically deaveraged prices, as required by the Act and the Commission's *Roadmap*.
  - BellSouth's nonrecurring costs create a barrier to entry.
  - BellSouth's creation of a residential cost-price squeeze is forestalling the development of facilities-based residential service competition.
- BellSouth's OSS is deficient and underdeveloped.
  - BellSouth does not have a proven electronic interface capable of supporting the fully mechanized ordering of ULLs on a nondiscriminatory basis.
- BellSouth is unable or unwilling to provision UNEs and services for resale in compliance with the Act's *14-Point Checklist* and the Commission's *Roadmap*.
  - Since ACSI began submitting orders in November 1996, BellSouth consistently has failed to meet the Act's requirements that it provision ULLs, INP and resale services in equivalent time frames and at equal quality with that which it provides to itself when serving similarly situated customers.

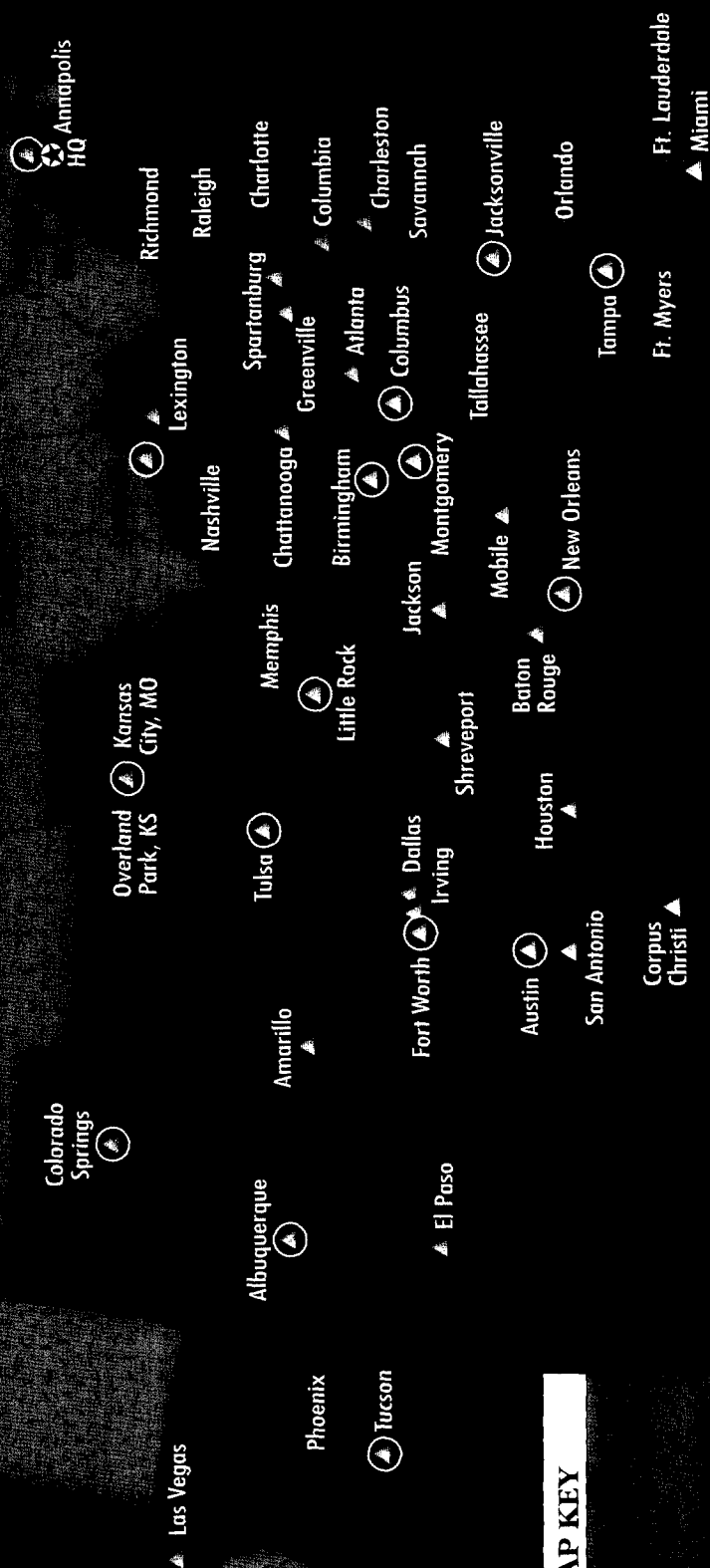
## **BellSouth Has Not Fully Implemented The Competitive Checklist** (Cont'd)

- BellSouth has unreasonably delayed installation of requested services, failed to coordinate UNE and INP provisioning, substantially disrupted service to customers for extended periods during switches to ACSI, and subjected ACSI and its customers to a series of unpredictable and unexplained service disruptions well after initial service was established.
- An *Independent Audit* conducted for BellSouth proves that BellSouth's provisioning and service quality problems are the direct result of BellSouth's failure to deploy adequate resources.
- BellSouth has refused to adopt performance measurements necessary to determine compliance with the Act.
- BellSouth refuses to provide reports that make it possible to compare its success in installing ULLs to its experience in turning-up new lines for its own end-users.
- Statistics provided by BellSouth to ACSI on the installation of ULLs for ACSI do not comport with ACSI's actual experience.

## **Premature Approval Of BellSouth's Application Is Not In The Public Interest**

- BellSouth has not taken the necessary steps to open its local exchange markets to competition — the Commission should not remove BellSouth's only incentive for doing so by prematurely granting BellSouth's Section 271 Application.
- BellSouth has engaged and continues to engage in an alarming array of activities designed to shield itself from competition and hobble its potential competitors.
  - BellSouth has become quite adept at using the time delay caused by its own inability to provide nondiscriminatory access to OSS and UNEs to engage in anticompetitive practices.
  - BellSouth uses a variety of methods, such as multi-year CSAs and exclusive marketing arrangements with property managers, to lock-in existing BellSouth local customers and to prevent new entrants from freely competing for their business.
  - BellSouth's anticompetitive practices also extend to the carrier services market where its imposition of grossly excessive reconfiguration NRCs prevents carriers from making access channel termination location ("ACTL") moves to ACSI.

# The ACSI Network



### MAP KEY

Year Ending 1997

ACSI

# Local Telephone Service

As a full-service telecommunications provider for business customers, ACSI offers you a wide range of high-quality local telephone services — ACSI Business Lines, ACSI ISDN PRI Service and ACSI PBX Trunk Service. Our state-of-the-art fiber optic networks ensure the clarity and dependability of your service. ACSI's Network Management Center operates around the clock, monitoring all aspects of our networks.

Today, you can select the local telephone company best suited for your business. With long-distance service now available, ACSI also offers you the choice of going with one service provider, giving you an integrated telecommunications solution for all of your calling needs.

## ACSI BUSINESS LINES

ACSI Business Lines, our high-quality local access service, is designed specifically for business. You can select from a variety of options that include everything from a single business line to multiple lines with multiple features. And you can keep your current telephone number.

ACSI Business Lines can be customized to fit the needs of your business with a wide selection of calling features — three-way calling, caller ID, speed dialing, call forwarding and call waiting.

## ACSI PBX TRUNK SERVICE

Offering both analog and digital options, ACSI's Private Branch Exchange (PBX) Trunk Service provides local access for your PBX system. Our service supports your basic dial tone requirements for internal, extension-to-extension calls, as well as external local and long-distance calling. ACSI will configure the trunk to your specific business requirements:

- Direct Inward Dial (DID) Service
- Direct Outward Dial (DOD)
- Combination trunks

## ACSI ISDN PRI SERVICE

ACSI's Integrated Services Digital Network (ISDN) Service offers you a highly flexible, cost-effective solution to meet your complex voice and data telecommunications needs. It is designed to handle high-speed Internet access and multimedia applications, such as

videoconferencing, telemedicine and desktop video.

ACSI ISDN Primary Rate Interface (PRI) operates at speeds up to 1.544 Mbps and provides a wide range of benefits:

- Faster data transmission rates
- Improved data accuracy
- Reduced time for call answering and forwarding
- Caller ID into PBX

After a one-hundred-year monopoly, you can now choose your local service provider. ACSI specializes in serving businesses such as yours. Our sales office is located right in your city, with dedicated account representatives available to you. You can count on ACSI's customer service for help with any service or billing issue. And as a valued ACSI customer, you can be assured that you will always receive a full 10% savings off the services provided by your local exchange carrier.

For more information, please call us toll-free at: **1.888.398.ACSI**. Or, visit our Web site at: <http://www.acsi.net>.

# ACSI

American Communications Services, Inc.



# ACSI's Savings Assurance Policy

Offering You  
A Full 10%  
Discount...  
Guaranteed

As a valued ACSI customer, you are assured that you will always save a full 10% over Local Exchange Carrier (LEC) services. The savings are automatic, and come with our 100% Customer Satisfaction Guarantee — a Guarantee that provides you with ACSI's promise that, if for any reason you are not satisfied with ACSI service, ACSI will switch you back to the LEC for free\*.

Prior to the Telecommunications Act of 1996, LECs never had to offer customer satisfaction guarantees or savings assurances, because customers had nowhere else to obtain local telephone services. When you experienced problems or felt dissatisfaction with the service you were receiving or its associated costs, you had no choice but to remain with the only telephone company available to you — the LEC. Now, you can choose your local service provider, a choice which enables you to select a local telephone company who can design solutions to meet your particular requirements and save you money at the same time.

ACSI can provide your business with the products, services and customer care you need to stay competitive. You can depend on us for the highest quality products and the most

dedicated service, always at 10% less than the LEC rates you currently pay. ACSI guarantees\*:

Prices at 10% below tariffed LEC rates on ALL local service products and features

10% off all Telephone Lines, 10% off Custom Calling Features, 10% off Component Charges

If the LEC lowers a rate, ACSI automatically lowers its rates to maintain your 10% discount

With focused account management, superior customer care, state-of-the-art technologies, quality service, innovative products, lower rates, and our 100% Customer Satisfaction Guarantee, ACSI makes your choice clear.

\* Please note: ACSI's Customer Satisfaction Guarantee is valid for 60 days from the date of customer installation with ACSI. ACSI makes no other guarantees or warranties, expressed or implied, outside of the guarantee as stated herein.

**ACSI**

American Communications Services, Inc.

# ACSI Direct Line Services

Ideal for Your  
High-Volume  
Voice and Data  
Requirements

Offering you dedicated local access, ACSI Direct Line Services are specifically designed for your high-volume voice and data requirements. Available in three capacities, DS-0, DS-1 and DS-3, ACSI Direct Line offers you superior service quality, fast connection time and increased capacity for long distance carrier networks or private network access. Our Direct Line can transmit large data files and data streams and connects to all other ACSI network services. The service is also flexible enough to add channels as your needs expand.

## DIRECT LINE SERVICE OPTIONS

Direct Line-Special Access provides T-1 or greater connectivity to allow the long-distance carrier (IXC) to bypass the local exchange carrier (LEC).

Direct Line-Dedicated Access provides T-1 or greater point-to-point circuit between two of your locations.

Regardless of which dedicated Direct Line Service you choose, all take advantage of the nearly 100% availability of ACSI dedicated access lines as well as the quality and

reliability provided by our "self-healing" fiber optic SONET technology.

Operating around the clock, our state-of-the-art Network Management Center monitors all aspects of our networks to ensure the maximum performance and availability of your service. For help with any service or billing issues, ACSI's customer service is available to you 24 hours a day, 7 days a week.

Call **1.888.398.ACSI** for further information on ACSI Direct Line Services or visit our Web site at <http://www.acsi.net>.

**ACSI**

American Communications Services, Inc.

# ACSI Dedicated Point-to-Point Service

High-Speed  
Private Lines  
for Your  
Multimedia  
Communications

ACSI's Dedicated Point-to-Point Service gives you the superior quality of voice, data and video carried over private, high-quality fiber optic lines at high speeds. Having exclusive use of a line allows you to configure your business applications in a way that efficiently supports your unique business operations. And there are no busy signals, dropped phone calls or interrupted modem connections.

Our customers use ACSI's Dedicated Point-to-Point Services as the preferred alternative for local access to long distance carriers. ACSI's dedicated lines ensure reliability and security because they are backed up by "self-healing" fiber optic SONET technology and ring network architecture.

## DEDICATED POINT-TO-POINT SERVICE OFFERS:

ACSI's highest capacity data transfer with the lowest bit error rates

An alternative local access to long distance carrier networks at DS-01, DS-1, and DS-3 capacities

Private line services and private network solutions

Switched transport for interexchange carrier traffic

Circuit grooming and optimization services

Network management support with redundant equipment and backup power systems to ensure quality, reliability and security

After a one-hundred-year monopoly, you can now choose your local service provider. ACSI specializes in serving businesses such as yours. At ACSI, we offer you personalized service and make it our business to know your business. Our sales office is located right in your city, with dedicated account representatives available to you. You can count on ACSI's customer service for help with any service or billing issue. And as a valued ACSI customer, you can be assured that you will always receive a full 10% savings off the services provided by your local exchange carrier.

Call **1.888.398.ACSI** for further information on ACSI Dedicated Point-to-Point Service or visit our Web site at <http://www.acsi.net>.

**ACSI**

American Communications Services, Inc.

# ACSI Inbound Direct

A Special  
Service for Your  
High-Volume  
Inbound Voice  
and Data Needs

Inbound Direct is a unique service designed to handle your high-volume inbound voice and data applications. Dedicated inbound lines are configured to support one-way inbound calls. Outbound calls are blocked. You use voice-grade analog lines to receive incoming voice calls or to connect modems or other data communication devices. Our state-of-the-art fiber optic networks ensure the clarity and dependability of your service.

ACSI Inbound Direct supports local, long-distance and switched toll-free 800 and 888 incoming calls. Depending on inbound traffic patterns, Inbound Direct can offer you significant volume discounts.

Inbound Direct services include circular hunting, or "rollover," which automatically forwards incoming calls to available lines.

## INBOUND DIRECT IS IDEALLY SUITED FOR:

Call centers handling marketing promotions  
Fulfillment houses for catalog sales  
Insurance company claims processing  
Banks and credit card issuers

Customer service centers  
Airline and travel reservation centers  
Internet Service Providers (ISPs)

After a one-hundred-year monopoly, you can now choose your local service provider. ACSI specializes in serving businesses such as yours. At ACSI, we offer you personalized service and make it our business to know your business. Our sales office is located right in your city, with dedicated account representatives available to you. You can count on ACSI's customer service for help with any service or billing issue. And as a valued ACSI customer, you can be assured that you will always receive a full 10% savings off the services provided by your local exchange carrier.

Call **1.888.398.ACSI** for further information on ACSI Inbound Direct or visit our Web site at <http://www.acsi.net>.

**ACSI**

American Communications Services, Inc.

# Dial-Up Internet Service

Your Access  
to Worldwide  
Business  
Markets and  
Resources

ACSI's Dial-Up Internet Service gives you unlimited access to the Internet for one low monthly rate. Your service charge appears on your monthly statement for your local phone service from ACSI, making payment convenient for you.

Tailored for your individual use, our local dial-up service includes a personal e-mail account, storage space for your personal homepage and all the necessary software. There are no set-up fees.

Dial-Up Internet Service from ACSI supports both analog and ISDN connections. You connect your computer to the Internet using a standard telephone line. Our computers will answer your computer's phone call and establish a connection. You simply hang up when you're finished.

To make your Internet service even more useful to your business, we offer optional features, such as additional e-mail accounts.

ACSI also provides Web Hosting Services to help you set up business on the Internet. Everything you need is included in this low-cost, high-performance solution — domain registration, storage space, high-speed network connections and access to secure servers.

After a one-hundred-year monopoly, you can now choose your local service provider. ACSI specializes in serving businesses such as yours. Our sales office is located right in your city, with dedicated account representatives available to you. You can count on ACSI's customer service for help with any service or billing issue. And as a valued ACSI customer, you can be assured that you will always receive a full 10% savings off the services provided by your local exchange carrier.

For more information, please call us toll-free at: **1.888.398.ACSI**. Or, visit our Web site at: <http://www.acsi.net>.

**ACSI**

American Communications Services, Inc.

# Audio Conferencing

## A Productivity Tool for Your Business

All of your business functions will appreciate the convenience of Audio Conferencing for timely, cost-effective internal and external communications. Conduct planning sessions, project updates, and staff meetings. Talk with customers and suppliers. Hold press conferences, analyst updates and focus groups — all without spending travel time and costs to arrive at the meeting. Audio Conferencing gives you the flexibility to conduct both scheduled and impromptu meetings. And, your employees, including those who telecommute, can participate from virtually anywhere.

You can choose to have your conference call conducted with or without the assistance of a Conference Administrator. The Attended Service provides a Conference Administrator to place each party into the scheduled call. The Premium Service provides a full-time Administrator to assist in facilitating the conference, including the Question and Answer session. A Conference Administrator will be on hand for the duration of the conference to provide the services you select.

The Automated Service allows participants entry to their conference by entering the passcode on their telephone keypads. The Automated Service is recommended for the experienced audio conferencing user, who can conduct a conference call

without direct assistance. No matter what type of call you choose, support is always available to you simply by pressing “\*0” (Star, Zero) on your telephone keypad.

Both the Attended and Automated Services offer the toll-free 800/888 Meet-Me and the Toll Meet-Me (long-distance) options for conference participants. The Dial-Out and Premium Service are available only with the Attended Service. The 800/888 Meet-Me Service allows participants to dial into the conference from anywhere in the United States or in Canada. The Attended Service also offers a Premium Dial-Out option in which a Conference Administrator will connect all the participants and provide full-time support and the Question and Answer feature.

ACSI Audio Conferencing can be customized to your needs with a full range of features:

**Music on Hold** – Participants hear music prior to the start of the call.

**Listen Only** – Only designated speakers can be heard.

**Roll Call** – Each participant is identified at the start of the conference call.

**Master List** – A list of regular participants who attend recurring conferences is kept on file.

**Recurring Call** – Only a one-time reservation is required for regularly scheduled conferences involving the same participants.

**Passcode Security** – Participants must provide a passcode in order to attend the conference.

**Secured Call** – Conference leader controls who is allowed to enter the call.

**Sub-Conferencing** – As a “conference within a conference,” participants can confer privately outside of the ongoing main conference call.

**Administrator Assistance** – A specialist is always available to ensure conference quality and to facilitate requested features.

**Tape Recording** – The conference is recorded in full for later use.

**Question and Answer** – Participants are allowed to ask questions of the speaker.

**Pre-Notification** – Participants are reminded of the upcoming conference 24 hours in advance.

**Fax Service** – Documents can be faxed to participants either before or after a conference call.

Reservations are easy to make. You can schedule a conference call for the same day or weeks in advance. And you can reach our reservation staff 24 hours a day, 7 days a week. ACSI's customer service is also available to you for help with any service or billing issues.

Call **1.800.554.0888** for further information on ACSI Audio Conference Calling or visit our Web site at <http://www.acsi.net>.

**ACSI**

American Communications Services, Inc.

## INTEGRATED TELECOMMUNICATIONS SOLUTION

*As an alternative to your local exchange carrier, American Communications Services, Inc. (ACSI) offers you a full range of local and long-distance, dedicated access, advanced data and technology solutions — all delivered with unsurpassed quality at highly competitive rates. Along with our integrated, well-packaged services, you can count on truly responsive customer service.*

Our management is among the most experienced in the industry. ACSI was formed in mid-1993 by several pioneers in the competitive access provider (CAP) industry, who recognized a market opportunity in business telecommunications and began building SONET fiber optic local networks. Today, we're a competitive local exchange carrier (CLEC) serving business customers in over 32 mid-sized markets throughout the southern half of the United States. And we're expanding rapidly.

### LOCAL TELEPHONE SERVICES

ACSI offers a wide range of high-quality local services — ACSI Business Lines, ACSI ISDN PRI Service and ACSI PBX Trunk Service. We can customize your service with such features as three-way conference calling, caller ID, speed dialing, call waiting and call forwarding.

### INTEGRATED TELECOMMUNICATIONS

ACSI now also offers you its voice family of products, including long-distance service, audio conferencing, calling cards and voice messaging.

### DEDICATED ACCESS SERVICES

ACSI gives you alternative local access to long-distance carriers at DS-0, DS-1 and DS-3 capacities. We offer private line and private network services, along with circuit grooming and optimization services. The exclusive use of an ACSI line or channel gives you a higher level of service, faster connection time and greater economies.

### ADVANCED DATA SERVICES

Using our state-of-the-art ATM network, ACSI delivers data communications solutions at competitive rates. We offer you frame relay for your data communications; ATM for your integrated, high-bandwidth applications, such as videoconferencing, distance learning, disaster recovery and telemedicine; and dedicated high-speed Internet access.

### TECHNOLOGY SOLUTIONS

Our team of experienced telecommunications professionals provide network planning and design, systems engineering and implementation and remote network management for your business. Using the experience we gained in building our own infrastructure, we can help you build your own network management center or facilities platforms.

### THE ACSI ADVANTAGE

- High Quality Integrated Networks

ACSI builds "self-healing" SONET-based fiber optic network rings around the business districts in our markets. These local networks are integrated with our coast-to-coast data network, enabling us to provide end-to-end data solutions.

Using today's most advanced technology, such as Newbridge switches for our ATM data networks and Lucent Technologies' 5 ESS-2000 switches for local telephone services, ACSI is able to offer you reliable, cost-effective commercial voice and data services.

- 24 x 7 Network Monitoring

ACSI's Network Management Center provides ongoing support for every service we offer, 24 hours a day, 7 days a week.

The Network Management Center provides control and management of our fiber switch and data networks, including remote alarm configuration, monitoring, diagnostics and maintenance. To ensure network reliability around the clock, backup power and computer systems are available at every level.

- Personalized Customer Care

With ACSI, you can count on personalized service and attention right from the

start. ACSI has offices staffed with sales and support representatives in every market we serve. We sit down with you to plan and implement the right solutions for your telecommunications needs. And, if problems arise, you can depend on us for an immediate response. ACSI's customer service is ready to help you with any service or billing issue.

After a one-hundred year monopoly, you can now choose your local service provider. ACSI specializes in serving businesses such as yours. And, as a valued ACSI customer, you can be assured that you will always receive substantial savings off the services provided by your local exchange carrier.

For more information on  
ACSI products and services,  
please call us at:

**1.888.398.ACSI.**

Or, visit our Web site at:

**<http://www.acsi.net>**

For ACSI Customer Service,  
please call **1.888.424.ACSI.**